KNOW NET PROJECT ABSTRACT

1.1 Problem Statement

High Levels of Retirement

Downsizing

Resource Constraints

Little to No Planning for Workforce Development or Succession

Little to No Skills Gap Assessments

Lack of Skills and Professionalism in the Workforce

Low Morale

No Performance Support in the Core Operational Areas

1.2 Project Objective

Establish a Successful Business Model in Logistics with Applicability to Acquisition, Finance, Grants, Real Property and Small Business Resulting in a Governmentwide Knowledge Management and Performance Support System

1.3 Customers Served

Federal, State and Local Governments

Contractors and Grantees

Citizens

1.4 Support for President's Management Agenda

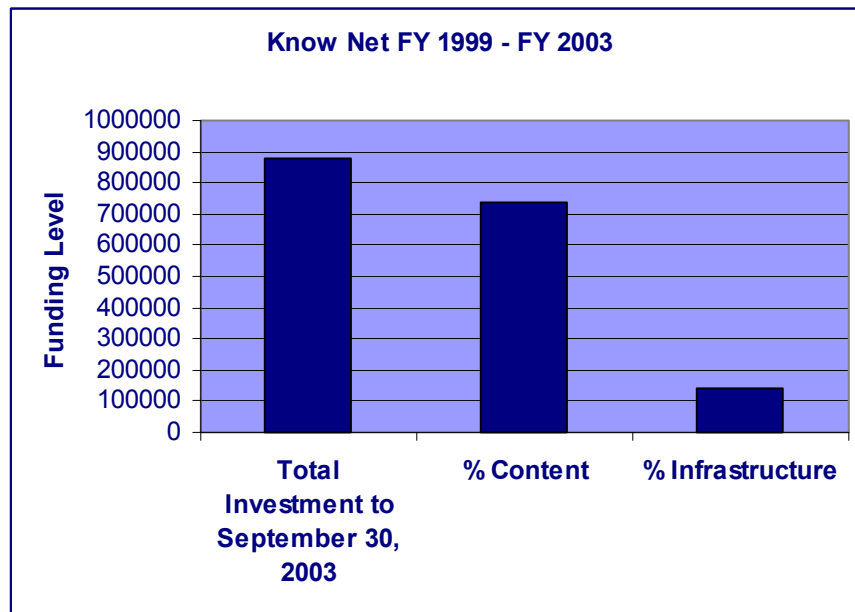Strategic Management of Human Capital

Expanded Electronic Government

1.5 Risk Mitigation

Use COTS software

Make Media/Programming Investments after Bodies of Knowledge are Well Defined

Monitor Government Technical Infrastructure

Monitor e-Learning Standards/Adopt at Consensus and at Right Cost/Benefit Ratio

Piggyback Investments across the Network

Use Performance Metrics

1.6 Agency Collaborators

Department of Health and Human Services, Centers for Disease Control, Department of Commerce, Department of Energy, Department of Treasury, Department of Veterans Affairs, Federal Aviation Administration, Food and Drug Administration, General Services Administration, Health Resources and Services Administration, Indian Health Service, NASA, National Institutes of Health, Program Support Center, Substance Abuse and Mental Health Services Administration and Social Security Administration

1.7 Investment Breakdown

Know Net FY 1999 - FY 2003

Funding Level

Total Investment to September 30, 2003	
% Content	
% Infrastructure	

1.8 Production Summary

Five Desk References in Acquisition, Grants and Logistics Published

Acquisition	Performance-Based Contracting
Grants	Grants Orientation
Logistics	Federal Fleet Management
	Federal Materiel Management
	Federal Personal Property Management

In-Process Continued Logistics Desk Reference Development

Federal Fleet Management

    Certification Module Development

Federal Personal Property Management

    Contract and Grants Property Module

    Utilization and Disposal Module

    Performance Support Module

    Video

    Certification Module Development

Federal Materiel Management

    Performance Support Module

    Certification Module Development

Three Additional Desk References in Development

Finance	Federal Budget Execution
Logistics	Transportation
Small Business	Small Business Programs

Eight SuperSites Launched in Core Operational Areas

Acquisition	Audit Resolution & Cost Policy
e-Business	Finance
Grants	Logistics
Real Property	Small Business

One Certification Prototype Module Built

Beta Test for online delivery of pre-test, practice test and final testing for Certified Property Custodial Officer (CPCO)

Solid Server in Use

Windows 2000 Server

Computer Current Load Capability:10,000 hits per second

1.9 Investment Targets	**Infrastructure**	Logistics Certification Server Prototype	$100,000
	Operations	Annual Network Programming, Licenses,	
		Operations & Maintenance	
		Security/Accessibility/Statistical/	
		Usability Tests and Reports	$200,000
	Content	Case Study Development in Property (Level III)	$25,000
		Project Officer for Logistics Professionals (Level I)	$50,000
		Situational Logistics Analysis (Level I)	$45,000
1.10 Customizations			
		Interface with Agency Learning Management System (LMS)	TBD

1.11 Benefits

Improved Use of Budget Dollars Allocated to Training

Improved Customer Satisfaction Ratings

Improved Skills Management by Organization, by Level & by Employee

Improved Speed of Delivery of Adopted Commercial Standards/Best Practices

Improved Per Head Training Costs

Superior Repository for COOP (Continuance of Operations) for Functional Operational & Policy/Regulations, Procedures, Processes, Systems & Data

Superior Delivery Mechanism for Re-Engineered Process Training

Superior Delivery Mechanism for Training/Certification of Contractors under Contract for Third Party Services & Support

Improved Accountability, Morale, Professionalism & Performance

1.12 Benchmarks	Customer Use & Satisfaction
	Speed of Deployment
	Quality
	Comprehensiveness
	Innovation
	ROI
	Performance Improvement

1.13 Standards   Certification Module is SCORM 1.2 compliant

1.14 Recognitions   Demonstration Project under Executive Order 13111

Finalist for the Excellence in Government Award - Industry Advisory Council, CIO Council, Council for Excellence in Government

Nominee, 2002 Grace Hopper Technology Leadership Award

Honorable Mention, Miles Romney Achievement Award - Innovation in Personal Property Management

Nominee, FOSE 2003 Showcase of Excellence

1.15 Strategic Targets   2003 – PMEC Endorsement (Accomplished May 13, 2003)

1.16 Business Model   Full Cabinet-level Agency Participation

Select Cabinet-Rank and Independent Agency Participation

Pre-Funded Development and Service Delivery

No Administrative Service Charges for Any User

1.17 Contract   IDIQ – Third Year of a Five Year Contract

HHS 100-99-0023

1.18 Partner Participation   By Memorandum of Understanding (MOU)

1.19 Project Officer   Stephen E. Mahaney

U.S. Department of Health and Human Services

202-690-5663

1.20 Contractor   K.A. McKirchy

McKirchy and Company

563-332-8888

Definition of Terms

Certification Prototype Module

Contains test question banks for pre-test, practice test and final certification for the Certified Property Custodial Officer (CPCO). This prototype is soon to go into beta testing. Property Custodial Officers are the front line in Federal personal property management and improving their skills, knowledge and abilities provides a substantial return-on-investment for the Federal Government.

Certification Server

A dedicated server containing operating system, database software and assessment software. The purpose of the Certification server is to deliver questions, record user's answers and report a user's final score.

Desk Reference

An electronic repository of instruction and performance support in a body of knowledge.

Knowledge Management

The process through which organizations generate value from their intellectual and knowledge-based assets.

No Administrative Service Charges for Any User

Avoidance of the transaction costs and associated administrative overhead load inherent in fee for service business models.

Performance Support System

Electronic on-the-job support for a Federal employee, contractor or grantee to enable actual completion of the tasks required to perform a function.

Pre-Funded Development and Service Delivery

By approaching development in three tiers (infrastructure, operations and content development, service can be delivered without the administrative overhead inherent in transaction processing. The approach allows for better long range planning and more stability. After the infrastructure and content development is complete, the project enters steady-state and can be funded with a single annual operations cost.

SuperSite

The first layer of Know Net is the flagship site. The second layer of Know Net containing web sites (SuperSites) in the core functional (operational) areas of the Federal Government: Acquisition, Audit Resolution & Cost Policy, e-Business, Finance, Grants, Logistics (EL-TRAINS), Real Property and Small Business. The third layer of Know Net is the Desk References.